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        Supervisor Gloria Molina
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FOURTH QUARTERLY REPORT ON MAJOR INFORMATION TECHNOLOGY (IT) PROJECTS

This quarterly informational IT report highlights major IT projects to keep your Board apprised of some of the new and ongoing efforts to leverage IT for operational efficiencies and enhanced service delivery.

LEADER Replacement System (LRS)

LRS, which is administered by the Department of Public Social Services (DPSS), will replace and integrate the functionality of multiple, disparate legacy systems, including: (1) existing LEADER system, (2) Greater Avenues for Independence Employment Activity and Reporting System, (3) General Relief Opportunity for Work, and (4) certain Department of Children and Family Services (DCFS) systems. It will streamline case management of public assistance programs by consolidating and integrating business and expand availability of on-line services through an eGovernment portal, and provide reusable, shareable, and flexible functionality across the various programs.

Current Status

DPSS received approval by the Federal funding agencies (U.S. Department of Agriculture - Food and Nutrition Service, and the Department of Health and Human Services - Centers for Medicare and Medicaid Services) of the Agreement negotiated between the County and Accenture LLP (Accenture) to develop and operate LRS. Also, they received approval from the State's Office of Systems Integration to initiate the design and development phase of LRS. DPSS plans to seek final Board approval of the proposed Agreement with Accenture in late October 2012. Upon Board approval, DPSS will commence design and development work in November 2012, and is scheduled to complete the project by the end of 2016.

The FY 2012-13 State budget includes an appropriation of approximately $62.6 million for the County to complete the LRS planning activities, and initiate LRS design and development phase in the current FY 2012-13.

Environmental Health Permit and Inspection Management System (EHPIMS)

EHPIMS will replace an existing array of obsolete, paper-based array of processes and systems with a modern, web-based, commercial-off-the shelf system (COTS) that will enable the Department of Public Health's (DPH) Environmental Health (EH) district offices and program areas to electronically process inspection and permit information. When completely implemented, EHPIMS will provide a consolidated, web-accessible system with extensive functionality to the entire range of EH programs and district offices, employing state-of-the-art technology and software tools. It will allow EH field inspectors to work in both on-line and off-line modes, saving considerable time currently spent generating paper forms and managing paper-driven workflows.

Current Status

An Agreement with Decade Software Company, LCC, for implementation and hosting of EHPIMS was approved by the Board on August 21, 2012. The project is scheduled to begin in September 2012.

Electronic Commerce (eCommerce)

A Request for Proposals (RFP) was issued for a fully integrated solution to process electronic checks and credit/debit card payments from various payment channels, including the Internet and Point of Sale terminals in July 2011. The RFP was prepared in a multi-departmental collaborative effort between the Internal Services Department (ISD), Treasurer and Tax Collector (TTC), Department of Public Works (DPW), and Chief Information Office (CIO), and includes updated requirements for a countywide on-line payment gateway.

Current Status

Contract negotiations have concluded and a joint CIO-TTC Board letter and agreement is being prepared for Board consideration in November 2012. The negotiated agreement will include improved service level agreements and an option to migrate to a single on-line payment portal. If approved by the Board, the new agreement is planned to commence on January 1, 2013, three months prior to the expiration of the current agreement.

County's Mobile Applications

A key component of the County's eGovernment Program is implementing a strategy to expand the Shared Portal Infrastructure to include a development platform to more quickly and efficiently enable departments to deploy device independent mobile applications.

Current Status

Four County mobile applications have been deployed to date include:

- "The Works", deployed by the DPW, allow residents to request and track municipal services using Apple devices. They plan to add Google Android devices in October 2012.
- "LACountyLib", deployed by the Public Library, provides a broad range of library services and information on both Apple and Google Android devices.

- A mobile Website for the Department of Human Resources (DHR) that facilitates the job searches and information on all mobile devices.
- A mobile Website that provides consumer information and services deployed by the Department of Consumer Affairs.

The Department of Parks and Recreation (Parks) is also developing a mobile application for their services.

Managed Print Services (MPS)

In 2011, a Print Assessment was conducted for a Managed Print Services efficiency initiative that identified potential annual cost savings of over $9 million. Based on the projected cost savings and additional operational benefits, a RFP was issued in April 2012, which resulted in the selection and recommendation to the Board of awarding contracts to three MPS providers. If approved, departments will then competitively solicit from these three vendors for MPS based on detailed requirements and Statements of Work.

Current Status

Evaluation of the proposals received from major MPS providers is currently under way. The selection of the three qualified vendors is expected to be finalized in September 2012 followed by vendor negotiations. In June 2012, the Chief Executive Officer (CEO) and CIO sent a project update to the Board with a set of recommendations to achieve optimal MPS cost savings.

DHS E-Mail Migration to Countywide E-Mail System (CES)

In March 2012, the CIO issued a Technology Directive that directs all remaining departments to migrate to Countywide E-Mail System (CES) managed by ISD by June 30, 2015, and to work with CIO and ISD to plan for those migrations. This phased consolidation of departmental e-mail systems, as requested by the CEO, will increase efficiencies and further reduce County e-mail costs. The CES will enhance interoperability and information sharing, and simplify e-mail administration. On April 3, 2012, the Board authorized the CIO to execute a new Statement of Services under the County's Microsoft Master Services Agreement to support the migration of DHS' e-mail systems to CES.

Current Status

ISD, DHS, and Microsoft are in the process of migrating the Department's 15,000 employees to the CES. Currently, they have migrated pilot users at LAC+USC Medical Center to CES, with the remaining DHS users expected to follow over the next several months. Similarly, Probation Department (Probation) is undergoing migration at this time. Registrar-Recorder/County Clerk (RR/CC) is scheduled to transition to CES by the end of this calendar year. CIO, ISD, and CEO are working together to finalize details on funding, migration schedule, and service level agreements for future CES migrations which are scheduled to begin in early 2013 and continue to completion in 2015.

County Disaster Recovery Center

To address lack of adequate disaster recovery capability for some of the County's mission critical systems, CIO, CEO, and ISD are evaluating potential options to establish a countywide disaster recovery center for Board consideration. The options under consideration include a County-owned and operated facility, co-locating at an existing data center, and Cloud Based Recovery-as-a-Service (RaaS) and Disaster Recovery as a Service (DRaaS).

Current Status

The CEO issued two Board status reports on this issue (June 18, 2012 and August 22, 2012). The County team has determined that co-location, RaaS, and DRaaS do not provide the functionality of a County-operated disaster recovery center without additional investments. Over the next 90 days, the team will focus their efforts on evaluating potential County disaster recovery. Two sites receiving strong consideration include Pomona Fairplex and ISD Easter Avenue warehouse.

Server Virtualization Initiative

The merger of many standalone physical computer server systems onto fewer but larger systems—a technique called virtualization—is underway. This is a major efficiency program that will reduce cost, save electrical and cooling power, and centralize resources. Virtualization makes more efficient use of capacity that is typically wasted in a multitude of physical computer systems dedicated to single functions.

Many of the larger County departments have purchased virtualization software licenses, and ISD has developed a "private cloud" infrastructure that relies upon server virtualization. Once virtualized, computer servers are easier to manage, back-up, recover, and move, reducing the cost and complexity normally associated with those functions.

Current Status

Some departments have made good progress in reducing their physical servers, while others lack funds and technical resources to make sufficient progress. The CIO is preparing a Technology Directive to direct departments to accelerate their virtualization projects and to report progress to the CIO. CIO is also negotiating a professional services agreement to assist departments in the technical effort of migration from physical to virtual servers. The CEO, CIO, and ISD are working together to determine costs, funding, and the overall migration schedule to complete virtualization. For departments that require significant resources to virtualize or do not have the expertise to operate a virtualized server environment, migration to the managed "private cloud" service from ISD is a possibility.

Videoconferencing

ISD manages a central videoconferencing infrastructure that was funded by the Department of Mental Health (DMH) and DPH that enables the County to conduct multi-point conferences, use a centralized directory, communicate with external parties in a secured manner, record conferences, and manage the infrastructure centrally. The system is used by 22 County

departments. Greater use of videoconferencing in lieu of travel promises productivity gains, improved air quality, reduced vehicle accident claims, and lower mileage reimbursement costs.

On July 3, 2012, the Board directed ISD and CIO to review and report back on various aspects of the County's videoconferencing systems in order to efficiently and effectively utilize this technology.

<u>Current Status</u>

As outlined in the July 26, 2012 Countywide Videoconferencing Report to the Board, ISD will work with departments to evaluate transitioning standalone systems; develop checklists, processes, and training materials; continue to upgrade the Enterprise Network capacity to facilitate videoconferencing; continue outreach to departments; provide quarterly utilization reports; and collaborate with CIO and CEO to identify funding methodologies for the infrastructure. CIO will develop appropriate processes to the Consolidated Videoconferencing Purchase Program (CVPP) to ensure technical readiness before equipment purchase. CIO will also work with departments through an established CIO Council Focus Area to develop countywide strategies for videoconferencing.

Permit and Land Management Solutions (PALMS) Bridge

A multi-department PALMS project team (DPW, Regional Planning, Fire, Parks, and DPH - Environmental Health, and CIO) with support from a consultant is implementing multi-phase improvements to business processes and technology to increase the effectiveness and efficiency of the County's land development and building permit functions. The first phase of this implementation effort is referred to as the PALMS Bridge.

<u>Current Status</u>

In September 2011, your Board approved $436,760 from the County's Information Technology Fund (ITF) to complete a portion of the PALMS Bridge. The scope includes business process improvements for land development that include zoning permits, conditional use permits, inspections, and cash collection and accounting functions.

Many of the recommended business process improvements have been implemented. The PALMS Bridge has started pilot use of Electronic Content Management and workflow to enable electronic submission of plans and documents from the public, electronic routing among PALMS departments, and on-line status monitoring. Videoconferencing is also being piloted to facilitate communication among PALMS departments and the public.

On June 25, 2012, the Board directed the CEO to report back on the PALMS project, including funding status. That report is due to be submitted to the Board by September 25, 2012. In addition, Regional Planning and DPW jointly submitted the most recent quarterly update to the Board on July 5, 2012.

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